



The Delaware Quality Partnership
is excited to present

GET IT, SET IT, MOVE IT, PROVE IT

An Introduction to the Baldrige Award Criteria

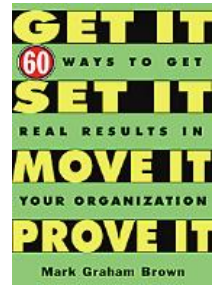
With **Mark Graham Brown**, Baldrige Award expert and noted author

Would you like to produce
measurable results in your
organization?

Are you interested in better employee
relations, higher productivity, and
greater customer satisfaction?

Come learn about practical and useful suggestions on things you can start doing now to improve performance in your organization!

This dynamic one-day training program will teach you how to perform an internal assessment of your organization using the Malcolm Baldrige Award criteria and Balanced Scorecard Tactics. It provides a unique blend of quality processes with proven performance practices. You will leave this session with a thorough understanding of the Baldrige Award criteria and tactics to conduct an organizational review of your metrics and key success factors.



Our facilitator for this presentation is **Mark Graham Brown**, one of the most respected Baldrige Award experts in America. As a celebrated author, who has trained thousands of people in the Baldrige criteria, Mark will use his dynamic and innovative training style to make this presentation memorable!

Event Details

Date: March 9, 2017

Time: 9:00 – 4:00

Location: Little Creek Fire Hall

311 Main Street

Little Creek, DE 19961

Cost: \$20 + registration fee for non-members

Free for 2017 DQP members

Link for registration:

<https://www.eventbrite.com/e/get-it-set-it-move-it-prove-it-baldrige-criteria-tickets-31829195982>

*If you are a 2017 DQP Member, your last name is your discount code.

If you have any questions, please email DQP@state.de.us.